

Provider	Summary of Actions	Compliance with Governor's Request
<b>Unregulated Water &amp; Wastewater</b>		
<b>Abbeville, City of</b>	<p>The City of Abbeville utility has authorized a temporary 45-day suspension of utility disconnects for non-payment. Late fees still apply for non-payment.</p> <p>For more information, visit <a href="https://www.abbevillecitysc.com/377/COVID-19-Resources?fbclid=IwAR1fab1ErF18QzzyyFU-vSPwqrmq830OUy676bnTLwVUOJB9vshMIO-ZmXI">https://www.abbevillecitysc.com/377/COVID-19-Resources?fbclid=IwAR1fab1ErF18QzzyyFU-vSPwqrmq830OUy676bnTLwVUOJB9vshMIO-ZmXI</a></p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended for the next 45 days.
<b>Bamberg Board of Public Works</b>	<p>Bamberg Board of Public Works has shared that service disconnections for non-payment are suspended during the State of Emergency.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Bennettsville, City of</b>	<p>The City of Bennettsville will not suspend or disconnect essential utility services for non-payment during the State of Emergency, although all customers are strongly encouraged to pay to prevent overwhelming past due balances. Utility payments can be made online at <a href="http://www.bennettsville.com">www.bennettsville.com</a>, over the phone using the automated system by dialing (843) 479-9001 and selecting option 1, at the drop box at City Hall located next to the drive-thru window, or at the drive-thru window at City Hall.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Camden, City of</b>	<p>The City of Camden will not disconnect essential utility services for non-payment during the State of Emergency. Fees will also be waived for credit or debit card payments. City Hall is closed to public access, but residents are encouraged to use the drive-thru window, the two drop boxes at City Hall, the City's online bill payment, or call (803) 432-2421 for assistance.</p> <p>For more information, visit <a href="https://www.cityofcamden.org/">https://www.cityofcamden.org/</a></p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Clinton, City of</b>	<p>The City of Clinton will not disconnect essential utility services for non-payment during the State of Emergency. Although access is restricted to all City facilities, the City will still conduct business through its drive-thru window. Citizens are also encouraged to use the City's online portal for utility payments by visiting <a href="http://www.cityofclintonsc.com">www.cityofclintonsc.com</a> and clicking "Pay" online from the main menu.</p> <p>For more information, visit <a href="https://www.cityofclintonsc.com/utilities">https://www.cityofclintonsc.com/utilities</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Due West, Town of</b>	<p>The Town of Due West will not disconnect essential utility services for non-payment during the State of Emergency. Utility payments may be made through the drop-box in the Town Hall door or mailed to Town of Due West, PO Box 278, Due West, SC 29639.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Easley Combined Utilities</b>	<p>Easley Combined Utilities will not disconnect essential utility services for non-payment during the State of Emergency. Out of an abundance of caution, Easley Combined Utilities has closed its lobby through April 3. The customer service department will remain open and is available to assist over the phone and payments will continue to be accepted at the drive-thru with cash or check only.</p> <p>Easley Combined Utilities offers several options to pay utility bills:</p> <ul style="list-style-type: none"> <li>• Mail your payment to: Easley Combined Utilities, PO Box 619, Easley, SC, 29641</li> <li>• Drop it in the night drop-box. This box will be checked several times a day.</li> <li>• Use the new drive-thru kiosk at their office. Contact Customer Service at (864) 859-4013 if you need assistance with the kiosk.</li> <li>• Use the new SmartHub app available on Apple and Android devices or on their website.</li> <li>• Pay by phone using the automated pay-by-phone system at 1-888-222-8966.</li> </ul> <p>For more information, visit <a href="https://www.easleyutilities.com/">https://www.easleyutilities.com/</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.

<b>Gaffney Board of Public Works</b>	<p>Gaffney Board of Public Works is continually reviewing policies and procedures with respect to concerns about COVID-19. The Board has adjusted its disconnect policy and suspended disconnections, electric and water, as Governor McMaster requested of all utility providers. Residential customers also will not be charged a late penalty or fee.</p> <p>However, all customers still have an obligation to pay their bill for utility services eventually. In order to keep your bill from growing to an unmanageable amount, please continue to pay on time. Gaffney Board of Public Works will provide customers at least a 2-week notice, on its webpage and Facebook page, when the disconnection policy returns to normal.</p> <p>The Board of Public Works lobby will be closed to the public until further notice. The drive-thru window will remain open 7:00 AM - 5:00 PM, Monday through Thursday. Customers may also make payments using the automated kiosk located at the office, by calling 1-888-222-0456, or by accessing the Smart Hub App at <a href="http://www.gbvw.com">www.gbvw.com</a>.</p> <p>For more information, visit <a href="https://www.gbvw.com/node/55">https://www.gbvw.com/node/55</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended until further notice.
<b>Georgetown, City of</b>	<p>The City of Georgetown will not disconnect essential utility services for non-payment during the State of Emergency. However, penalties will continue accumulating. Additionally, online debit/credit card payment convenience service fees will be suspended temporarily.</p> <p>Utility payments will only be accepted in the following manners:</p> <ul style="list-style-type: none"> <li>• Over the phone</li> <li>• Online with debit/credit card at <a href="http://www.georgetownsc.gov">www.georgetownsc.gov</a></li> <li>• The drive-thru window or the drop-off box at City Hall, or</li> <li>• By mail at PO Box 939, Georgetown, SC 29442.</li> </ul> <p>The City encourages customers to enroll in automatic withdrawal. Please call (843) 545-4007 for instructions. For more information, visit <a href="https://www.georgetownsc.gov/proclamation-of-emergency-covid-19/?fbclid=IwAR31TUMws32_02ZGmDC9pWLeHjgpaAzzVFwcZ7_bpgyqC-zpfkAR9AXnsA">https://www.georgetownsc.gov/proclamation-of-emergency-covid-19/?fbclid=IwAR31TUMws32_02ZGmDC9pWLeHjgpaAzzVFwcZ7_bpgyqC-zpfkAR9AXnsA</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency. Online debit/credit card payment convenience service fees will be suspended temporarily.
<b>Greenwood Commissioners of Public Works</b>	<p>Greenwood Commissioners of Public Works will not disconnect essential utility services for non-payment during the State of Emergency. All facilities are closed to walk-in traffic. Customers can use the online bill pay system, phone pay system, or drive-thru to make transactions. Greenwood Commissioners of Public Works will also provide curbside service for customer service transactions if needed.</p> <p>For more information, visit <a href="http://www.cityofgreenwoodsc.com/home/showdocument?id=5382">http://www.cityofgreenwoodsc.com/home/showdocument?id=5382</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Greer, Commission of Public Works</b>	<p>Greer Commission of Public Works will not disconnect essential utility services for non-payment during the State of Emergency until April 17, 2020. The lobby is closed until March 31st. For new or transferred service, please visit <a href="http://www.greercpw.com">www.greercpw.com</a>. For payments, customers can use the drive-thru, online payment option, automated phone pay at (864) 848-5501, or phone pay via a customer service representative at (864) 848-5500.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended until April 17, 2020.
<b>Laurens Commission of Public Works</b>	<p>Laurens Commission of Public Works will not disconnect essential utility services for non-payment during the State of Emergency. All non-essential activities have ceased, and offices are closed until further notice. Customers will continue to receive a monthly bill statement, but the usage amounts will be based on a 12-month average. When Laurens Commission of Public Works is able to read meters again, customers' accounts will be trued up to reflect their actual usage. Customers are encouraged to continue to make payments at <a href="http://www.LCPW.com">www.LCPW.com</a>, by phone (864-681-4300 Option 2), by US Mail, or drop off payments in the drop-box (no cash please).</p> <p>For more information, visit <a href="https://www.lcpw.com/index.asp?SEC=F23F7DF4-7242-4317-AD27-936C79A7324B">https://www.lcpw.com/index.asp?SEC=F23F7DF4-7242-4317-AD27-936C79A7324B</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>McCormick Commission of Public Works</b>	<p>McCormick Commission of Public Works will not disconnect essential utility services for non-payment during the State of Emergency.</p> <p>The main lobby will be closed until further notice. To pay a bill, customers can use the drive-thru window, the McCormick Commission of Public Works website at <a href="https://www.mccormickcpw.com/">https://www.mccormickcpw.com/</a>, or call by phone at (864) 852-2224. There will not be a service fee for using these methods of payment.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Newberry, City of</b>	<p>The City of Newberry will not disconnect essential utility services for non-payment during the State of Emergency. However, the City encourages regular payment for customers to stay current with their account when normal operations continue.</p> <p>Utility bill payments will be accepted by mail, through the City Hall drive-thru, in the overnight deposit box, or online (<a href="http://www.cityofnewberry.com/city-services/finance-department">www.cityofnewberry.com/city-services/finance-department</a>). The online convenience fee will be waived during this time for customers paying their bills online. PayGo utility customers can also visit participating retail stores in order to pay bills.</p> <p>The City of Newberry recognizes that some customers may experience hardships during this time. If you are facing financial difficulties, please contact the City's finance department at (803) 321-1007 for additional information. For more information, visit <a href="https://www.cityofnewberry.com/news/400-city-of-newberry-to-modify-operations-amid-covid-19-pandemic?fbclid=IwAR2idD35bTPwL-CY0gA0APLF6umiA15ThqlQ35diD4GnstVdN_PQcBQ-A">https://www.cityofnewberry.com/news/400-city-of-newberry-to-modify-operations-amid-covid-19-pandemic?fbclid=IwAR2idD35bTPwL-CY0gA0APLF6umiA15ThqlQ35diD4GnstVdN_PQcBQ-A</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.

<b>Orangeburg DPU</b>	<p>Orangeburg DPU will not disconnect essential utility services for non-payment during the State of Emergency until further notice.</p> <p>Orangeburg DPU will continue to record consumptions for future bill calculations and are encouraging customers to practice energy conservation measures to avoid larger-than-normal bills.</p> <p>For more information, visit <a href="http://www.orbgdpu.com/home/showdocument?id=256">http://www.orbgdpu.com/home/showdocument?id=256</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended until further notice.
<b>Powdersville Water Company</b>	<p>Powdersville Water Company will not disconnect essential utility services for non-payment during the State of Emergency and is encouraging customers to call (864)-296-5440, option 4, to set up payment plans. Visit <a href="https://powdersvillewater.org/covid-19-updates/">https://powdersvillewater.org/covid-19-updates/</a> for more information.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Prosperity, Town of</b>	<p>The Town of Prosperity will not disconnect essential utility services for non-payment during the State of Emergency. The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Rock Hill, City of</b>	<p>The City of Rock Hill will not disconnect essential utility services for non-payment during the State of Emergency. There are several way to pay your utility bill:</p> <ul style="list-style-type: none"> <li>• Call 803-329-5500 to pay with debit or credit card 24 hours a day, seven days a week.</li> <li>• Make a payment online at the Rock Hill Utility Billing page, 24 hours a day, seven days a week; or set up an account and register for electronic billing.</li> <li>• When you set up an online account, you can receive texts or email reminders for your utility bill and even pay by text.</li> <li>• Once registered for Bank Draft or Auto Pay, your bill is paid automatically each month through your bank account or credit card. Call (803) 325-2500 to register.</li> <li>• Use the convenient reply-mail envelope included with your monthly statement to mail your payment.</li> <li>• A locked drop-box is located outside City Hall at 155 Johnston Street for payments of check or money order. No cash.</li> <li>• Pay by cash or credit/debit card at the drive-thru at City Hall, 155 Johnston Street, from 8:30 AM - 6 PM Monday - Friday.</li> </ul> <p>If someone is experiencing financial hardship due to COVID-19, they can contact accounts management at (803) 329-8729.</p> <p>For more information, visit <a href="https://www.cityofrockhill.com/departments/finance/more/finance/conduct-city-business-remotely">https://www.cityofrockhill.com/departments/finance/more/finance/conduct-city-business-remotely</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency. If someone is experiencing financial hardship due to coronavirus they contact accounts management at 803-329-8729.
<b>Seneca Light &amp; Water</b>	<p>Seneca Light &amp; Water will not disconnect essential utility services for non-payment during the State of Emergency. For more information, visit <a href="http://www.senecalightandwater.com/">http://www.senecalightandwater.com/</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Union, City of</b>	<p>The City of Union will not disconnect essential utility services for non-payment during the State of Emergency. The City also will not charge the 1.5% convenience fee for payments by credit card over the phone during this time. The City of Union will continue to read meters and process billing. Customers are encouraged to pay their utility bills on time and any past due bills will have to be paid in full once the state of emergency is lifted.</p> <p>For more information, visit <a href="http://www.cityofunion.net/site/default.asp?sec_id=140005136">http://www.cityofunion.net/site/default.asp?sec_id=140005136</a>.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Westminster, City of</b>	<p>The City of Westminster will not disconnect essential utility services for non-payment during the State of Emergency.</p> <p>Customers can pay their utility bill through the online payment system at <a href="https://westminster.qpaybill.com/Start.aspx">https://westminster.qpaybill.com/Start.aspx</a>.</p> <p>For more information, visit <a href="http://westminstersc.org/electric">http://westminstersc.org/electric</a> or call (864) 647-3200.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.
<b>Winnsboro, Town of</b>	<p>The Town of Winnsboro will not disconnect essential utility services for non-payment during the State of Emergency. However, customers will be responsible for full payment of their utility bill.</p> <p>Customers can pay bills online at <a href="https://winnsboroutilities.qpaybill.com/Start.aspx">https://winnsboroutilities.qpaybill.com/Start.aspx</a> or drop payments in the drop box at the annex.</p> <p>For more information, visit <a href="https://www.townofwinnsboro.com/town-of-winnsboro-news/covid-19-notice">https://www.townofwinnsboro.com/town-of-winnsboro-news/covid-19-notice</a> or call (803) 635-4041.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	Service disconnections for non-payment are suspended during the state of emergency.